

CHILD WELFARE SERVICES DISASTER RESPONSE PLAN TEMPLATE

County & Agency Name: Solano County Child Welfare Services

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Name/Title: Linda Orrante, Deputy Director; Violet Barton, Program Specialist
 Person Managing/Overseeing Emergency Plan Implementation

E-mail Address: lrrante@solanocounty.com
vbarton@solano county.com

This template is intended to be used as a guide to help counties incorporate the 2006 federal disaster response criteria as part of local child welfare plans. Minors in the probation system must also be included in the plan. County plans must be amended to include Child Welfare Services (CWS) Disaster Response Plans and be operational by September 28, 2007.

In September 2006, Congress passed the Child and Family Services Improvement Act of 2006 (Public Law (PL) 109-288). PL 109-288 amended Part B of Title IV of the Social Security Act to reauthorize the Promoting Safe and Stable Families Program. Among other changes, PL 109-288 established requirements for states on disaster planning in child welfare under Section 6 (a) (16). Accordingly, counties are requested to address the following program areas in developing local disaster readiness plans.

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CWS Disaster Response Criteria A:	Identify, locate, and continue availability of services for children under State care or supervision who are displaced or adversely affected by a disaster:
Essential Function:	1. Identification and location process of children who may be displaced
Process Description:	<p>CWS staff in collaboration with Information Technology will develop an electronic, password protected Excel file of children who are under state care or supervision who fall under the jurisdiction of Solano County. Included in this file are all Probate, Guardianship, and ICPC cases (referred as to CWS Disaster Response File). This file will be encrypted and labeled "Confidential".</p> <p>This file will be created from data mined out of CWS/CMS. Target fields in CWS/CMS include personal identifiers of each child, placement information, Health and Education Passport information, and parent/caregiver contact and other information. Children photos will be also included in the file.</p>

	<p>IT staff will pre-program an automated weekly back up of the CWS Disaster Response file to the county server. This file will be available to CWS staff from any web-accessible county site. Alternative sites to access computers include Vallejo, Fairfield, Vacaville, and the County Office of Emergency Services (OES) two Emergency Operations Centers (EOC), and the Mobile Response Vehicle.</p> <p>Solano County Superior Court will issue a CWS Disaster Response Plan Standing Order that authorizes the CWS Deputy Director or his/her designee to release the minor's personal identifiers to assist in locating and/or placing the minor (W&I 827; CA Rules of Court, rule 1423) in the event of a major disaster.</p> <p>See Exhibit 1</p> <p>Utilizing Geographical Information Systems, CWS/IT staff will collaborate to geo-code these data to develop maps of the residency of children (where children study, live, play) to properly zone CWS' disaster response.</p> <p>CWS/IT staff will create a geo-registry of children with special care needs. This geo-registry will be shared with law enforcement jurisdictions to identify those in need of special assistance and prioritize responses.</p> <p>CWS will develop a Memorandum of Understanding (MOU) with schools, day care providers, shelters, and hospitals for the purpose of enlisting mutual aid from these entities to promptly locate children in the CWS target population in the event of a major disaster. In lieu of this MOU, a copy of the Solano County Superior Court CWS Disaster Response Plan Standing Order will be filed with each respective entity. Social Workers are expected to have readily available hard copies of the standing orders for each of their geographically-based assignments.</p>
Essential Function:	2. Communication process with child care providers
Process Description:	<p>CWS staff will participate in the local Child Care Planning Council to heighten awareness among providers of CWS' role in disaster planning and strengthen interagency communications regarding the CWS' business continuity of operations plan.</p> <p>The overarching goal of this strategy is to gain commitment from the child care provider community to keep children under their care, in secure premises until a parent/guardian arrives, for the</p>

	<p>purposes of containing the number of children who may be placed under protective custody or listed as “missing” through the National Center for Missing and Exploiting Children (NCMEC).</p> <p>CWS staff will identify opportunities through existing venues to disseminate the CWS Disaster Preparedness plan among the child care provider community.</p>
Essential Function:	3. Identification of evacuation procedures – Event known in advance
Process Description:	<p>Evacuation of CWS Staff</p> <p>The Health and Social Services (HSS) Injury and Illness Prevention Program, is responsible for overseeing the Evacuation plans for all HSS buildings county-wide. CWS headquarters are located at 275 Beck Avenue, Fairfield.</p> <p>See Exhibit 2, Beck Avenue Evacuation Plan</p> <p>Mass Evacuation of Residents</p> <p>Initial field response operations will be accomplished by the appropriate County agencies, Solano Operational Area member jurisdictions, volunteer agencies, and segments of the private sector.</p> <p>The Incident Command System (ICS) will be used to manage and control the response operations. The disaster/event may be controlled solely by County emergency responders or with other agencies through the mutual aid system.</p> <p>If the resources available at the field response level are not sufficient to mitigate the situation, the Incident Commander may request that the Solano County Emergency Operations Plan, or the Emergency Operations Center, be activated to support the field operations.</p> <p>When the local Emergency Operations Plan (EOP) is activated via Local, State, National or State of War Emergency proclamation, all county emergency organizations will be activated by the County Administrative Officer. This may include activation of the CWS EOP and EOC.</p> <p>Solano County will utilize the EOP as the master emergency plan upon which all evacuation procedures and decisions will be based on. CWS will take direction from OES and the County EOP for evacuation procedures.</p>

	<p>Solano County Dispatch continuously monitors both the California Law Enforcement Telecommunications System (CLETS), for law enforcement and terrorist activity, and the National Warning System (NAWAS) for both natural and human caused disasters which might affect Solano County or surrounding areas. Dispatch maintains an Emergency Recall List to alert and activate its emergency response personnel, as well as to notify emergency management personnel of potential hazards and disasters.</p> <p>The Office of Emergency Services, Sheriff and local Police and Fire Departments have the primary responsibility in alerting and warning the public within their jurisdictions. Alerting and warning the public may be accomplished through the Emergency Alert System (EAS), City Watch, Emergency Digital Information System (EDIS) special broadcasts, or simply driving up and down the streets using the public address system.</p> <p>See Exhibit 3, Solano County Operational Area, EOC Activation Guide Table</p>
Essential Function:	4. Identification of evacuation procedures – Event not known in advance
Process Description:	<p>Evacuation of CWS Staff</p> <p>The Health and Social Services (HSS) Injury and Illness Prevention Program, is responsible for overseeing the Evacuation plans for all HSS buildings county-wide. CWS headquarters are located at 275 Beck Avenue, Fairfield.</p> <p>See Exhibit 2, Beck Avenue Evacuation Plan</p> <p>Mass Evacuation of Residents</p> <p>If there is no warning, the first response is by a field unit. The field unit summons more units and they establish a field command post with an Incident Commander in charge. The Incident Commander decides to increase the level of response and notifies the County Administrator Officer or County OES to activate this plan.</p> <p>The Office of Emergency Services, Sheriff and local Police and Fire Departments have the primary responsibility in alerting and warning the public within their jurisdictions. Alerting and warning the public may be accomplished through the Emergency Alert System (EAS), City Watch, Emergency Digital Information System (EDIS) special broadcasts, or simply driving up and down the streets</p>

	<p>using the public address system.</p> <p>See Exhibit 3 Solano County Operational Area, EOC Activation Guide Table</p>
Essential Function:	5. Identification of shelters
Process Description:	<p>CWS staff will participate in the Shelter and Care committee and will identify opportunities through existing venues to disseminate the CWS Disaster Preparedness plan among shelter and care providers.</p> <p>See Exhibit 4, Emergency Care and Shelter Operations, Solano County EOP</p>
Essential Function:	6. Parental notification procedures
Process Description:	<p>Currently, the Office of Emergency Services, Sheriff, and local Police and Fire Departments have the primary responsibility in alerting and warning the public within their jurisdictions. Alerting and warning the public may be accomplished through the Emergency Alert System (EAS), City Watch, Emergency Digital Information System (EDIS) special broadcasts, or simply driving up and down the streets using the public address system.</p>
Essential Function:	7. Alternative processes for providing continued services
Process Description:	<p>A critical function of CWS during a disaster is to secure placement services for displaced children. Providing continuous services to children includes securing the following:</p> <ul style="list-style-type: none"> • Group Homes List • County Licensed Homes List • FFA List • Vacancy List • Placement agreement forms • Standing Order • Registration logs for children who change placement • Placement logs may be documented by pen and paper

	<ul style="list-style-type: none"> • LIC 610B Emergency Plan for foster homes • 23-hour receiving Center
Essential Function:	8. Staff assignment process
Process Description:	<p>Geographically-based Assignments</p> <p>CWS and IT staff will collaborate to geo-code and develop maps of the residency of staff. These maps will be overlaid with maps depicting the residency of CWS target children to zone responses and make geographically-based assignments.</p> <p>Currently, there are six geographically-based assignment areas:</p> <ul style="list-style-type: none"> • South County: Vallejo, Benicia • Central: Fairfield, Suisun City, Rio Vista • North: Vacaville Dixon • Out of County • Out of State • Out of Country <p>Consider Juvenile Hall* releases, children with special needs, including language barriers as special assignments.</p> <p>Probation Department Point of Contact: Donna Robinson</p>
Essential Function:	9. Workload planning
Process Description:	<p>Workload planning will be based on preserving CWS critical functions:</p> <ol style="list-style-type: none"> 1. Locate and Notify Staff 2. Locate children under CWS jurisdiction 3. Locate and place children who are not under CWS jurisdiction, but are displaced 4. Respond to abuse/neglect referrals 5. Conduct abuse/neglect investigations 6. Meet critical Dependency Court deadlines 7. Continue to provide placement services 8. Foster Care payment

	CWS will operate on a 24/7 schedule, with emphasis on responding to calls for help during peak hours. Due to potential staff shortages, available personnel may be utilized to fulfill CWS critical functions. Geographically-based assignments may be given to overcome transportation limitations/challenges.
Essential Function:	10. Alternative locations for operations
Process Description:	<p>Alternative locations for providing continued services are:</p> <ul style="list-style-type: none"> • Vallejo: 301 Georgia Street • Fairfield: 275 Beck Avenue • Vacaville: 354 Parker Street <p>The county EOCs sites and the OES Mobile Response Vehicle can also serve as alternative locations for providing emergency services. These are located at:</p> <ul style="list-style-type: none"> • 530 Union Avenue, Fairfield • 530 Clay Street, Fairfield
Essential Function:	11. Orientation and ongoing training
Process Description:	<p>CWS staff has attended several Disaster Preparedness trainings offered by OES (NIMS, SEMS) and Public Health. Additionally, the Health and Social Services Department recently released a Disaster Relief Worker Policy (GC 3100).</p> <p>See Exhibit 6</p> <p>The CWS Intranet has a Disaster Preparedness page with links, references materials, and other pertinent information.</p> <p>The CWS Disaster Preparedness plan will be disseminated among staff and ongoing training and drills will be conducted by the Professional Development Unit to strengthen a coordinated response within the Division and also, in collaboration with community partners.</p>
CWS Disaster Response Criteria B:	Respond, as appropriate, to new child welfare cases in areas adversely affected by a disaster, and provide services in those cases:

Essential Function:	1. New child welfare investigation process
Process Description:	<p>Social Workers will need to investigate all new allegations of child abuse and/or neglect. Social workers will need to meet face to face with children and the family and provide services or an alternative safety plan for the child, including placing them in protective custody.</p> <ul style="list-style-type: none"> • Social Workers may need to be relocated to other cities, building • Geographically-based assignments may be necessary • Program will operate 24/7, with an emphasis on peak hours • If CWS/CMS is down, Social Workers may have to utilize radio or cell phones and perform their work based on the information that they have in the moment, documenting by paper and pen • Any available staff may be utilized to perform this function • DOJ history via phone call to Sacramento (916) 227-3244 for CLETS clearance 24 hours • Policy Exemptions: <ul style="list-style-type: none"> a. Face to Face contacts b. Keeping children in care without a detention hearing c. Relative/NREFM assessment process d. Staff must have badges at all times e. Copies of Reporting Law, W&I must be available (300 Code) f. Transportation of children in county cars g. TDM shall be suspended
Essential Function:	2. Implementation process for providing new services
Process Description:	In the event of a major disaster CWS critical functions and services will be focused on locating and placing children, providing urgent medical, dental, and psychiatric care.
CWS Disaster Response Criteria C:	Remain in communication with caseworkers and other essential child welfare personnel who are displaced because of a disaster:
Essential Function:	1. Communication structure – staff
Process Description:	EOP/EOC Activation

The CWS Executive Team may be recalled through EOP/EOC activation.

CWS Communications

The CWS Deputy Director will have an 800 MHz radio for communicating with public safety/first responders in the community and with County OES during a major emergency or disaster. CWS will have its own designated channel programmed into the radio.

The CWS Division is purchasing several phone radios and satellite laptops for the managers/supervisors and mobile field response units. These will be available at the division level EOC.

A second set of county vehicles keys will be stored in the Motor Pool (Garage) building, in case CWS headquarters is not accessible.

CWS Phone Tree

CWS staff will be responsible for reaching the staff listed below by phone, through home phone or cell phone, or emergency contact person listed.

- Office Coordinator and/or Division Secretary account for Deputy Director, Administrator, Managers, Program Specialists, and Office Supervisor.
- Managers account for Supervisors.
- Supervisors account for Social Workers, Social Services Workers, Legal Services Unit, Foster Care Eligibility, Public Health Nurse, Mental Health Staff, and Clerical Staff.

Mass Notification

Alerting and notifying the public, including CWS staff who resides within county boundaries, may also occur through OES protocol.

AM Radio Alerts

CWS staff is expected to tune into 95.3 AM Radio for the latest updates.

See Exhibit 3, Solano County Operational Area, EOC Activation Guide Table

Essential Function:	2. Communication structure – child welfare personnel (phone tree)
Process Description:	<p>Activation of Phone Tree The Office Coordinator or Division Secretary will maintain the CWS staff phone tree list (name, badge number, work cell phone number, home phone number, address, and emergency contact person) and initiate the calling immediately after an emergency has been declared. This phone tree list will be updated every month by the Office Coordinator and a copy will be provided to CWS staff.</p> <p>The CWS Deputy Director will have a 800 MHz radio for communicating with first responders through County OES during a major emergency or disaster. CWS will have its own designated channel programmed into the radio.</p> <p>CWS staff will be responsible for reaching the staff listed below by phone, through home phone, cell phone, or emergency contact person listed.</p> <ul style="list-style-type: none"> • Office Coordinator and/or Division Secretary account for Deputy Director, Administrator, Managers, Program Specialists, and Reception Unit. • Managers account for Supervisors. • Supervisors account for Social Workers, Social Services Workers, Legal Services Unit, Foster Care Eligibility, Public Health Nurse, Mental Health Staff, and Clerical Staff. <p>EOP/EOC Activation</p> <p>The CWS Executive Team may also be recalled through EOP/EOC activation.</p> <p>See Exhibit 5</p> <p>Orders of Succession CWS will have three (3) alternate designees for each of the EOC positions. In the event that a designated EOC member can not be located within one hour of the initial phone call, the subsequent alternate will be contacted until the position is filled.</p> <p>Mass Notification</p> <p>Alerting and notifying the public, including CWS staff who resides within county boundaries, may also</p>

	<p>occur through OES protocol.</p> <p>See Exhibit 3, Solano County Operational Area, EOC Activation Guide Table</p>
Essential Function:	3. Communication structure – contracted services
Process Description:	<p>The HSS Administrator will identify opportunities to communicate the new state and federal requirements to contracted service providers regarding the establishment of disaster preparedness plans and oversee compliance.</p> <p>CWS staff will communicate the CWS Disaster Preparedness Plan to contracted service providers in an effort to enhance disaster readiness and coordination.</p>
Essential Function:	4. Communication process when all normal channels are unavailable
Process Description:	<p>CWS will depend on satellite laptops, battery-operated phone radios, 800 MHz radio, and couriers to preserve the utmost critical communications functions, taking guidance from OES.</p> <p>Reporting Hotline and 1-800 check-in hotline may have to be redirected to other geographical locations, such as 911 dispatch center in or outside of the county.</p> <p>MOU with other non-affected counties to be considered to access CWS/CMS and communications equipment</p>
Essential Function:	5. Communication frequency
Process Description:	Depending on the type of disaster, upon activation of the County EOC, the EOP will be critical in determining communication patterns at all times: during the alert, notification, evacuation, recovery, and post recovery phases of a disaster.
Essential Function:	6. Communication with media
Process Description:	The Deputy Director or his/her designee (Public Information Officer) will maintain communications with the media per County and Division policies.
Essential Function:	7. Communication with volunteers

Process Description:	CWS will utilize EOP structure to communicate with volunteers acting as disaster relief workers.
Essential Function:	8. Establishment of a toll-free number prior to disaster (include TTY)
Process Description:	<p>CWS is in the process of establishing a 1-800 line for staff, foster parents, contractors, and community partners to check-in, in the event of a major emergency or disaster.</p> <p>Bay Area Translation Services, TTY, and AT&T Line will be available to ensure Civil Rights compliance.</p>
CWS Disaster Response Criteria D:	Preserve essential program records:
Essential Function:	1. Record preservation process
Process Description:	<ul style="list-style-type: none"> ▪ Connectivity to CDSS ▪ Disaster Response file replication by DoIT in county server ▪ New files may have to be documented by pen and paper ▪ New files (pen and paper) will be secured in portable locked containers, care of the Incident Commander, at EOC locations, until they can be entered in the system. These files will be destroyed according to department policy as soon as the information has been entered in the system.
Essential Function:	2. Use of off-site back-up system
Process Description:	<p>CWS staff in collaboration with Information Technology will develop an electronic, password protected Excel file of children who are under state care or supervision who fall under the jurisdiction of Solano County. Included in this file are all Probate, Guardianship, and ICPC cases (referred as to CWS Disaster Response File). This file will be encrypted and labeled “Confidential”.</p> <p>This file will be created from data mined out of CWS/CMS. Target fields in CWS/CMS include personal identifiers of each child, placement information, Health and Education Passport information, and parent/caregiver contact and other information. Children photos will be also included in the file.</p> <p>IT staff will pre-program an automated weekly back up of the CWS Disaster Response file to the</p>

	county server. This file will be available to CWS staff from any web-accessible county site. Alternative sites to access computers include Vallejo, Fairfield, Vacaville, and the County Office of Emergency Services (OES) two Emergency Operations Centers (EOC), and the Mobile Response Vehicle.
CWS Disaster Response Criteria E:	Coordinate services and share information with other states:
Essential Function:	1. Interstate Compact on the Placement of Children reporting process
Process Description:	The Deputy Director will urge State and Federal officials to incorporate a disaster preparedness component in the new revision of ICPC.
Essential Function:	2. Mental health providers
Process Description:	Mental Health Clinicians co-located in CWS will be mobilized per EOP, in a manner consistent with protocol. Exhibit 7: See Mental Health Disaster Preparedness Plan.
Essential Function:	3. Courts
Process Description:	CWS staff and the Court are collaborating to strengthen a coordinated response during a disaster. The Court and CWS are collaborating to identify opportunities to disseminate their COOPs to County Counsel, minors and parents' attorneys, and CASA. CWS and the Court will make every effort to preserve joint critical functions: <ul style="list-style-type: none"> • Filing petitions • Filing detention reports • Notice families and attorneys of hearing dates and times • Completing Foster Care applications for out of home placements • County Counsel must be available for consultation • Foster Care Eligibility must process applications, payment • Court staff, court officers, bench officers must be available

	<ul style="list-style-type: none"> • CWS/CMS and web-based access to forms must be available • Court calendar may function on a tight timeline • Staff may be relocated to another building or court site • Documents may be prepared by hand • Assignments may be given to those who are available <p>In the event that the Court can not resume business, a Disaster Response Standing Order is available that allows CWS for the identification of minor children, the placement of minor children, consent to medical care, and an authorization to place in temporary custody.</p>
Essential Function:	4. Federal partners
Process Description:	<p>County OES has the responsibility to maintain cash flow to CWS and the public during a major disaster:</p> <p>County OES will maintain communications with FEMA and Department of Homeland Security per protocol. OES will then inform Health and Social Services Department/CWS of new developments.</p> <p>CWS will maintain direct communication with National Center for Missing and Exploited Children (NCMEC) and local law enforcement jurisdictions, including FBI, in any emergency response that involves the CWS target population.</p>
Essential Function:	5. CDSS
Process Description:	Data protection, connectivity, replication, technical assistance, and consultation. State-wide coordination.
Essential Function:	6. Tribes
Process Description:	CWS does not have any Tribes /Reservations registered geographically within county boundaries. However, per ICWA provisions, CWS will continue to collaborate with Tribes in locating and placing Native American Children who are impacted by a disaster.
Essential Function:	7. Volunteers
Process Description:	CWS will utilize disaster relief workers (GC section 3100) to support essential functions.

	<p>Due to the sensitive nature of these essential functions, CWS will develop a pool of qualified volunteers that may be able to assist during a major disaster. This pool may include retired social workers, social workers who work in other county and community agencies, public health nurses, mental health providers, CASAs, attorneys, substance abuse counselors, domestic violence advocates, and other staff that can support essential functions.</p>
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